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Via ECFS  
Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

**Re: In the Matter of USTelecom for Forbearance Pursuant to  
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I presently use a small local broadband internet service provider in Northern California (Sonic.net) for my broadband internet use. I often need to do my work in the evenings at home after my office day and having a reliable ISP with an easily accessible tech support team is crucial to my work. I have tried Comcast and AT&T in the past and found their tech support terrible, causing unnecessary delays.

In fact, they often want to up-sell their tech support package for a monthly fee in order for me to get past whatever technical issues I encounter (having been a former engineer I have some knowledge, yet the tech support from Comcast or AT&T won't answer my technical questions without my first purchasing their tech support package).

i feel this is a disservice to consumers. That is why I chose a local ISP - their tech support staff are available, knowledgeable, and very helpful. They do not try to up-sell any product or tech support. If they aren't able to answer my questions, they will find someone who can in a very short time.

Don Ng